REMARKS/ARGUMENTS

The above identified application has been reviewed in light of the Examiner's action dated October 10, 2008. Claims 32 and 45 have been canceled, and Claims 2, 31, 38, 44 and 46 have been amended, without intending to abandon or to dedicate to the public domain any patentable subject matter. Claims 2-7, 31, 33-44 and 46-50 are pending. As set forth herein, reconsideration and withdrawal of the objections to and rejections of the claims set forth in the Office Action are respectfully requested.

The Examiner has rejected Claims 2-7 and 31-50 under 35 U.S.C. § 103 as being unpatentable over U.S. Patent 6,990,458 to Harrison, et al., in view of U.S. Patent Publication 2004/0111311 to Ingman, et al., further in view of U.S. Patent 6,646,564 to Azieres, et al.

In order to establish a *prima facie* case of obviousness under § 103, there must be some suggestion or motivation to modify the reference or to combine the reference teachings, there must be some reasonable expectation of success, and the prior art references must teach or suggest all of the claim limitations. (MPEP § 2143). Moreover, "rejections on obviousness cannot be sustained with mere conclusory statements; instead, there must be some articulated reasoning with some rational underpinning to support the legal conclusion of obviousness." (*In re Kahn*, 441 F.3d 977, 988, 78 USPQ 2d 1329, 1336 (Fed. Cir. 2006); *See also*, *KSR Int'l Co. v. Teleflex Inc.*, 550 U.S. _______, 127 S.Ct. 1727, 1741, 82 USPQ 2d 1385, 1396 (U.S. 2007) (quoting statement of *In re Kahn* with approval)).

Harrison is generally directed to a system and method for computer-aided technician dispatch and communication within predefined scheduled areas. Harrison teaches a method of communicating between a dispatcher and a technician, and a method of automatically assigning technicians to subscribers and monitoring activity throughout a workday.

Ingman is generally directed to a system and method of assigning multiple technicians to multiple service regions (turfs) and matching technicians to skill sets. Ingman addresses the task of iteratively assigning, via a graphical electronic interface, individual technicians to regions as demand or need arises.

Azieres is generally directed to the remote monitoring and control of operating equipment. Azieres uses remote sensors on or near the equipment to report status and checks this information against preset parameters. When readings exceed the preset parameters, Azieres employs automated procedures that include commands to adjust other controls, provides alarms and communicates with service personnel.

The present application is generally directed to dynamically assigning work requests to technicians (or workers) based on skill set, geographical region, proximity of the technician to the location of the work request, and further, providing a mechanism for technicians to select and respond to work request lists. The present application further teaches an interface by which the technician can interact with the work request to retrieve and modify certain information.

Applicant respectfully submits that the references cited by the Examiner fail to teach or suggest the italicized features of the following independent claims:

> 2. A method of using a computer system comprising:
>
> assisting a worker who takes charge of a predetermined work area, and travels to and works at a work place, by providing the worker with information of a work item geographically outside the work area;
>
> storing, in a memory device, work reception information including an accepted work request from a client and information about a work place indicating a location for the accepted work request and work request information that is needed when fulfilling the accepted work request;
>
> extracting work reception information outside the work area of the worker and in an unaccepted state from the work reception information stored in the memory device,
>
> computing a relative distance between the work item included in the extracted work reception information and the location of the worker;
>
> extracting work reception information showing that the computed relative distance lies within a predetermined distance;
>
> extracting work request information included in the extracted work reception information and sending that work request information to a terminal possessed by the worker;
>
> *updating the work reception information corresponding to the selected work request information to an accepted state from an unaccepted state when the work reception information sent to the terminal is selected by the worker; and*
>
> *providing the worker with detailed reception information including repair method information, expected repair time information and required skill information about the selected work request, wherein the detailed reception information is sent by a failure diagnosis server based on an accepted work request from a client, the failure diagnosis server diagnosing a failure status of a machine of the client except when the accepted work request does not require that the worker operate the machine.*

38. An information storage media including information that when executed:

assists a worker who takes charge of a predetermined work area, and travels to and works at a work place, by providing the worker with information of a work item geographically outside the work area;

stores, in a memory device, work reception information including an accepted work request from a client and information about a work place indicating a location for the accepted work request and work request information that is needed when fulfilling the accepted work request;

extracts work reception information outside the work area of the worker and in an unaccepted state from the work reception information stored in the memory device;

computes a relative distance between the work item included in the extracted work reception information and the location of the worker;

extracts work reception information showing that the computed relative distance lies within a predetermined distance;

extracts work request information included in the extracted work reception information and sending that work request information to a terminal possessed by the worker;

updates the work reception information corresponding to the selected work request information to an accepted state from an unaccepted state when the work reception information sent to the terminal is selected by the worker; and

provides the worker with detailed reception information including repair method information, expected repair time information and required skill information about the selected work request, wherein the detailed reception information is sent by a failure diagnosis server based on an accepted work request from a client, the failure diagnosis server diagnosing a failure status of a machine of the client except when the accepted work request does not require that the worker operate the machine.

Applicants traverse the Examiner's assertion that the claim limitation of "updating the work reception information corresponding to the selected work request information to an accepted state from an unaccepted state when the work reception information sent to the terminal is selected by the worker;" is taught or suggested in the Harrison disclosure. Harrison does not explicitly teach this limitation. (See Figs. 7 and 8; Col. 3, l. 67 – Col. 4, l. 8). Harrison teaches updating an accepted or assigned work request, but it does not teach updating, by a technician, a work request from an unaccepted state to an accepted state. For at least this reason, the independent claims and the claims dependent therefrom should be allowed, and reconsideration and withdrawal of the rejections of the Claims are respectfully requested.

The independent claims provide further reasons for allowability. Claim 2 requires providing the worker with detailed reception information including repair method information, expected repair time information and required skill information about the selected work request, wherein the detailed reception information is sent by a failure diagnosis server based on an accepted work request from a client, the failure diagnosis server diagnosing a failure status of a machine of the client except when the accepted work request does not require that the worker operate the machine. Likewise, the apparatus of Claim 38 requires that it provides the worker with detailed reception information including repair method information, expected repair time information and required skill information about the selected work request, wherein the detailed reception information is sent by a failure diagnosis server based on an accepted work request from a client, the failure diagnosis server diagnosing a failure status of a machine of the client except when the accepted work request does not require that the worker operate the machine. Azieres does not teach or suggest the above limitations. Azieres teaches remote instruction to service personnel, but it does not teach using a failure diagnosis server in conjunction with a work request and basing instructions on an accepted work request to provide a technician detailed reception information. For at least this additional reason, the independent claims and the claims dependent therefrom should be allowed, and reconsideration and withdrawal of the rejections of the Claims are respectfully requested.

The dependent claims provide further reasons for allowability. By way of example, Claim 3 provides that the work reception information further includes at least an identifier for the work reception information and information on a type of machine to be a work target. *See* Claim 39.

Claim 4 provides that the work reception information further includes information on a longitude and a latitude corresponding to the work place. *See* Claim 40.

Claim 5 requires storing a longitude and a latitude, obtained by a position detecting mechanism, representing a location of the worker . *See* Claim 41.

Claim 6 provides a relative distance between the work place and the location of the worker is computed from the longitude and latitude of the worker and the longitude and latitude of the work place. *See* Claim 42.

Claim 7 provides that the terminal possessed by the worker receives the work request information, information on a type of a machine to be a work target is displayed on the terminal. *See* Claim 43.

Claim 31 provides that detailed reception information further includes a worker code and a progress code. *See* Claim 44.

Claim 33 provides that the progress code is updated based on the progress of the work request. *See* Claim 46.

Claim 34 provides that the repair method is a procedure for a work item with respect to the work request. *See* Claim 47.

Claim 35 provides that the expected time is the estimated time required for the work item. See Claim 48.

Claim 36 provides that the required skill is numerical information indicating the degree of difficulty of the work item. *See* Claim 49.

Claim 37 provides that the repair method information, expected repair time information, required skill information, worker code and progress code are included in the detailed reception information stored in memory. *See* Claim 50.

Based on the foregoing, Applicants believe that all pending claims are in condition for allowance, and Applicants respectfully request that a timely notice of allowance be issued. If the Examiner believes anything further is desirable in order to place the application in even better condition for allowance, the Examiner is encouraged to contact Applicants undersigned representative at the telephone number listed below. Should an extension of time be needed for consideration of this filing, such extension is hereby petitioned.

Respectfully submitted,

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